

What is claimed is:

1. A method of converting messages and responses between different formats in a communication system, comprising:  
providing at least one plug-in that implements at least one message format conversion in the communication system;  
assigning the at least one plug-in to a handicapped agent; and  
activating the at least one plug-in for the respective handicapped agent for converting received messages in a first format to a second format and for converting responses in the second format to the first format.
2. The method according to claim 1, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the method further comprises determining for a respective agent of the plurality of agents at least one plug-in, which is assigned to the respective agent.
3. The method according to claim 1, wherein the method further comprises the step of activating the at least one plug-in for the handicapped agent when the handicapped agent logs onto the communication system.
4. The method according to claim 1, wherein a message is one of an audio message, a text message, and a tactile message, and wherein a response is one of an audio message, a text message and a tactile message.

5. The method according to claim 1, wherein the communication system is an automatic call distribution system.

6. The method according to claim 1 wherein the at least one plug-in converts based upon a common format.

7. A method of converting messages and responses between different formats in an automatic call distribution system, comprising the steps of:  
providing a plurality of agents and a plurality of format conversion plug-ins;  
determining respective format conversion plug-ins of the plurality of format conversions for at least handicapped agents of the plurality of agents;  
assigning at least one respective plug-in to the a respective handicapped agent of the plurality of agents;  
receiving a message in a first format;  
identifying the first format of the message;  
selecting an agent from the plurality of agents to respond to the message;  
activating, when the selected agent is the respective handicapped agent, the at least one respective format conversion plug-in for the respective handicapped agent;  
converting the message from the first format to a second format; and  
providing the message in the second format to the respective handicapped agent.

8. The method according to claim 7, wherein the method further comprises providing a response from the respective handicapped agent, the response being in the second format; converting the response from the second format to the first format; and sending the response in the first format.

9. The method according to claim 7, wherein the communication system is an automatic call distribution system, and wherein the method further comprises the step of activating

respective plug-ins for a respective agent when the respective agent logs onto the automatic call distribution system.

10. The method according to claim 7, wherein a message is one of an audio message, a text message, and a tactile message, and wherein a response is one of an audio message, a text message and a tactile message.

11. The method according to claim 7, wherein the communication system is an automatic call distribution system.

12. The method according to claim 11 wherein the automatic call distribution system uses skill based routing and the skill set comprises conversion abilities resulting from format conversion.

13. A computer readable medium containing embedded computer program code for converting messages and responses between different formats in a communication system, the computer readable media containing computer program code segments comprising:  
a first computer program code segment that provides at least one plug-in that implements at least one message format conversion in the communication system;  
a second computer program code segment that assigns the at least one plug-in to a handicapped agent; and  
a third computer program code segment that activates, upon detecting a message in a first format, the at least one plug-in for the respective handicapped agent for converting the detected message in the first format to a second format and for converting a response in the second format to the first format.

14. The computer program product according to claim 13, wherein a message is one of an audio message, a text message, and a tactile message, and wherein a response is one of an audio message, a text message and a tactile message.

15. The method according to claim 13, wherein the communication system is an automatic call distribution system.

16. An apparatus that converts messages and responses between different formats in a communication system, comprising:  
means for providing a plurality of agents and a plurality of format conversion plug-ins;  
means for determining respective format conversion plug-ins of the plurality of format conversions for at least handicapped agents of the plurality of agents;  
means for assigning at least one respective plug-in to the a respective handicapped agent of the plurality of agents;  
means for receiving a message in a first format;  
means for identifying the first format of the message;  
means for selecting an agent from the plurality of agents to respond to the message;  
means for activating, when the selected agent is the respective handicapped agent, the at least one respective format conversion plug-in for the respective handicapped agent;  
means for converting the message from the first format to a second format; and  
means for providing the message in the second format to the respective handicapped agent.

17. The apparatus according to claim 16, wherein the communication system is an automatic call distribution system.

18. The apparatus according to claim 16, wherein a message is one of an audio message, a text message, and a tactile message, and wherein a response is one of an audio message, a text message and a tactile message.